



King County

**HUMAN RESOURCE ASSOCIATE
DEPARTMENT OF EXECUTIVE SERVICES
HUMAN RESOURCES DIVISION - CAREER SUPPORT SERVICES**

Hourly Rate Range: \$22.88- \$29.01

Job Announcement: 06DP5996

Open: 4/12/06 Close: 4/26/06

WHO MAY APPLY: This position is open to all King County career service employees who are members of the Teamsters Local 117 Professional and Technical Employees bargaining unit, all other career service employees, Executive Branch regular exempt employees, current probationary employees who achieved career service status in a previous position, and the general public. Bargaining unit members will receive first consideration.

WHERE TO APPLY: Required forms and materials must be sent to: **201 S. Jackson Street, M.S. KSC-TR-0419, Seattle, WA 98104** or hand-delivered to the **Career and Employment Center** at 201 S. Jackson Street, Floor 1A. Applications materials must be received **by 4:00 p.m. on the closing date.** (Postmarks are NOT ACCEPTED.) Contact Delanie Peterson at (206) 684-1607 for further inquiries. **PLEASE NOTE:** Applications not received at the location noted above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form](#) and data sheet, resume and letter of interest that describes *in detail* your background as to how you meet or exceed the qualifications, and a supplemental questionnaire are required. Hard copies of the application may be obtained at Room 450 in the King County Administration Building, 500 4th Avenue, Seattle, or at the King County Employment and Career Center located on the first floor of the King Street Center at 201 South Jackson Street, Seattle.

WORK LOCATION: King Street Center, 201 South Jackson Street, Seattle, WA 98104.

WORK SCHEDULE: This position is not exempt from the provisions of the Fair Labor Standards Act, and is overtime eligible. The 40 hours workweek is Monday through Friday, 8:00 a.m. to 5:00 p.m., but alternative schedules may be assigned as required.

JOB SUMMARY AND PRIMARY DUTIES: This position is responsible for supporting the efforts of the Career Services Program- in responding to inquiries, conducting countywide testing, providing assistance in the King County Career and Employment Center, assist with job search activities, researching and creating training materials and

providing administrative support and project assistance to Career Support Services staff. Primary job duties include:

- Provide a high level of customer service in responding to program participants, department personnel and others about policies, procedures, processes and guidelines. This includes via telephone and greeting customers in person.
- Set up client files and maintain Career Support Services electronic and paper filing systems
- Requisition supplies and equipment using an electronic system.
- Schedule and conduct the OPAC (Office Proficiency Assessment & Certification) and other testing processes for program participants and King County departments. Explain testing modules and process to department hiring authority.
- Update and maintain the Career Support Services database tracking system to monitor and report career support services activities, including services and outcomes. Gather data for analysis and prepare regular detailed reports for the Program Manager, Executive Office and Human Resources Management.
- Assess Career Support Service participants to evaluate administrative skills and computer software training needs.
- Provide assistance with computer software program and job search activities to Career Support Services clients.
- Assist Career Support Services staff to create a variety of training materials. Coordinate and conduct one-on-one computer software training sessions and group workshops.
- Maintain and update Career Support Services and Career Center websites.
- Provide administrative support services and project assistance to Career Support Services staff as requested.

QUALIFICATIONS:

- Three years of increasingly responsible office or administrative support experience, including one year of independent responsibility for a broad range of administrative support in the area of human resources. **Substitution:** Two years of post-secondary education in business, English, liberal arts or other related field may substitute for one year of experience. There is no substitution for the required one year of experience demonstrating responsibility for a broad range of administrative support activities in human resources.
- Excellent organizational skills that demonstrate the ability to work on a number of projects simultaneously and complete projects within specified deadlines.
- Ability to follow instructions and pay attention to details.
- Demonstrated ability to provide punctual and reliable attendance.
- Demonstrated ability to apply excellent customer service skills to a diverse population of internal and external customers. This includes the ability to provide professional and courteous service to the general public and a willingness to assist both King County employees as well as the general public.
- Demonstrated ability to effectively solve problems, apply good judgment and use initiative.
- Experience with test administration practices such as OPAC testing.

- Knowledge of evaluation and research techniques and skill in developing reports.
- The ability to create, proofread, edit and format documents according to standard business writing practices.
- Demonstrated advanced proficiency in MS Word, Excel, Access and Outlook, plus experience with Internet and Intranet usage and management of electronic documents. Must have a demonstrated ability to provide individual and group instruction on the various features of these software programs in a clear and concise manner.
- Skill in web site maintenance and use of web software such as Macromedia Contribute, HTML, and Adobe Acrobat.
- Demonstrated experience providing human resources services, especially services provided directly to employees and job applicants.
- Demonstrated ability to maintain confidentiality and apply discretion and tact when dealing with sensitive issues.

NECESSARY SPECIAL REQUIREMENTS: A valid Washington State driver's license or the alternate ability to travel around the County in a timely manner is required.

SELECTION PROCESS: Applicant materials will be screened for qualifications, clarity, and completeness. The most competitive candidates will be invited to an interview, with possible follow up interviews, and will complete a practical computer skills exam. Reference checks will be conducted prior to any offer of employment.

UNION MEMBERSHIP: This position is represented by Teamsters, Local 117, Professional and Technical. Union membership will be required within 30 days of employment.

CLASS CODE: 2311100

NAME

DATE

**HUMAN RESOURCE ASSOCIATE
SUPPLEMENTAL QUESTIONNAIRE
Job Announcement: 06DP5996**

Complete the Supplemental Questionnaire in detail and submit it with your application materials. Limit your response to no more than one page per question. Your responses will be evaluated on organization, clarity, content, and completeness. Include your name at the top of each page.

1. Describe your experience providing human resources information and services. Please specify the types of services provided, who received the services, how often you provided information and/or services, over what period of time you provided the services and the results of your assistance
2. Describe your computer software experience. Specify the software programs, what you used the program for, what products you produced, how often you used the software, how long you used the software and your customer base.
3. Describe your experience scheduling and administering tests, including software tools used. Please indicate types of tests administered, how often, group size and what method you used to schedule, track and report applicant results.
4. Describe, in detail, a body of work in which you were solely responsible for performing. Include the size, complexity, research, analysis and the final outcome.